

#### INSURANCE INFORMATION

The California Department of Insurance can provide assistance on insurance issues and claims. Call the toll-free Consumer Hotline at 1-800-927-HELP (4357) or visit the Website at [www.insurance.ca.gov](http://www.insurance.ca.gov).

#### CONTRACTORS STATE LICENSE BOARD

The Contractors State License Board (CSLB) provides guidance in verifying a contractor's license and obtaining information about hiring a licensed contractor to assist homeowners in rebuilding, repair, or restoration of damaged property. The Board also investigates complaints against contractors. Contact CSLB Disaster Hotline M-F from 8 a.m.-5 p.m. at 1-800-962-1125, or 24-hour Automated Phone Response System 1-800-321-CSLB (2752).

#### U.S. DEPARTMENT OF AGRICULTURE (USDA), FARM SERVICE AGENCY

The USDA Farm Service Agency (FSA) helps farmers during a natural disaster with programs that include low-interest emergency loans, emergency conservation programs and noninsured crop disaster assistance. Loans can also be made to the tenant operators of family-sized farmers for the loss of crops or limited production. Find out more by visiting the USDA Farm Service Agency Web site at [www.fsa.usda.gov](http://www.fsa.usda.gov) or contact your local office listed in your telephone directory.

#### U.S. SMALL BUSINESS ADMINISTRATION (SBA), ECONOMIC INJURY DISASTER LOANS

The U. S. Small Business Administration (SBA) offers low interest Economic Injury Disaster Loans of up to \$1.5 million to small businesses to offset economic losses. These loans may be used to pay fixed debts, payroll, accounts payable and other bills that can't be paid because of the disaster's impact. For more information on SBA loans, call SBA at 1-800-659-2955.

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#### **IN PARTNERSHIP WITH:**

**Governor's Office of Emergency Services**  
**Federal Emergency Management Agency**  
**Labor and Workforce Development Agency**  
**-Employment Development Department**  
**California Health and Human Services Agency**  
**-Department of Community Services Development**  
**-Department of Health Services/WIC**  
**-Department of Mental Health**  
**-Department of Social Services**  
**California Department of Food and Agriculture**  
**U.S. Small Business Administration (SBA)**  
**U.S. Department of Agriculture (USDA)**  
**Voluntary and Non-Profit Organizations**

(For individuals who are deaf, hard of hearing, or speech-disabled, please call the California Relay Service at 711 and ask to be put in touch with the Office of Emergency Services at 916-845-8400. For alternative formats of this brochure, call OES Public Information Office at 916-845-8400 or visit [www.oes.ca.gov](http://www.oes.ca.gov))

**Do you need work?**  
**Do you need food?**  
**Do you need health care?**

**If you have been affected by the  
recent freeze, here is where you  
can get help...**

# 2007 Freeze



## ONE-STOP ASSISTANCE CENTERS

*The One-Stop Center is a central location for those affected by the freeze to get information on state and local assistance programs including employment benefits, health care, utility assistance, and nutrition. The center will provide bilingual assistance or referrals. For locations, call 916-845-8400 or visit [www.oes.ca.gov](http://www.oes.ca.gov).*

### ASSISTANCE PROGRAMS

#### **\*\* CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs)**

CalWORKs provides cash aid to eligible needy California families to help pay for housing, food, and other necessary expenses. Contact your county welfare department.

#### **FOOD BANKS**

Local food bank programs are available through private non-profit agencies. Contact your local county welfare department.

#### **EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP)**

EFAP provides emergency food to households, individuals and distribution centers. The program is operated locally by authorized food banks. Eligibility based on income. Call 916-229-3344.

#### **\*\* FOOD STAMPS**

The Food Stamp Program helps low-income people buy healthy food. You may request an application for food stamps by phone, in person, by fax, or by mail. Contact your county welfare department or visit [www.dss.cahwnet.gov/foodstamps/](http://www.dss.cahwnet.gov/foodstamps/).

#### **WOMEN, INFANTS, AND CHILDREN (WIC) SUPPLEMENTAL NUTRITION PROGRAM**

The **Women, Infants, and Children (WIC)** program helps pregnant women, new mothers and young children eat well and stay healthy.

WIC provides:

- Special checks to buy healthy foods such as milk, juice, eggs, cheese;
- Information about nutrition and health;
- Support and information about breastfeeding; and
- Help in finding health care and other community services.

Contact 1-888-942-9675 to find a WIC Local Agency or visit [www.wicworks.ca.gov](http://www.wicworks.ca.gov).

### HEALTH CARE SERVICES

#### **\*\* MEDI-CAL**

This program pays for medical services for children and eligible adults with limited incomes. For more information, contact your local county welfare/social services department.

#### **HEALTHY FAMILIES PROGRAM**

This program provides low-cost comprehensive health, dental and vision coverage to uninsured children and teens in working families who do not qualify for Medi-Cal. For more information, call 1-800-880-5305 or visit [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov).

#### **\*\* CRISIS COUNSELING**

Short-term counseling may be available for emotional or mental health problems caused by the disaster. Contact your county mental health office.

## EMPLOYMENT SERVICES

### **UNEMPLOYMENT INSURANCE AND DISASTER UNEMPLOYMENT ASSISTANCE**

Administered by the California Employment Development Department (EDD). English: 1-800-300-5616; Spanish: 1-800-326-8937; TTY: 1-800-815-9387. For more information, visit [www.edd.ca.gov](http://www.edd.ca.gov).

#### **\*\* UNEMPLOYMENT INSURANCE**

Provides weekly unemployment insurance payments for workers who lose their job through no fault of their own. If you are unemployed, or working less than full time, have a legal right to work in the United States, and are ready, willing, and able to work, you may be eligible to receive unemployment insurance benefits.

#### **\*\* DISASTER UNEMPLOYMENT ASSISTANCE**

The president's disaster declaration for the freeze has authorized the Federal Emergency Management Agency (FEMA) to provide funding for Disaster Unemployment Assistance (DUA) to be administered by California's Employment Development Department (EDD). This assistance provides weekly benefit payments to those out of work due to the disaster, including self-employed persons and others not normally covered under regular unemployment insurance programs.

#### **\*\* JOB SERVICES**

EDD provides job search services to job seekers with a legal right to work in the U.S. and connects them with thousands of available jobs through the automated system CalJOBS. In addition, EDD facilitates matches between eligible job seekers and employers. For more information, visit [www.edd.ca.gov](http://www.edd.ca.gov).

### EMERGENCY NEEDS REFERRAL

#### **DEPARTMENT OF COMMUNITY SERVICES & DEVELOPMENT (CSD)**

CSD provides funding to more than 100 local community organizations that offer assistance with clothing, motel vouchers, blankets, shelters, energy assistance and emergency food. For more information, contact 916-341-4200.

#### **THE AMERICAN RED CROSS**

The American Red Cross provides emergency food, clothing, shelter, and medical assistance to needy individuals and families. Contact the American Red Cross at 1-866-GETINFO (438-4636).

#### **THE SALVATION ARMY**

The Salvation Army provides a variety of services including energy assistance, rental assistance, clothing/furniture vouchers, food, shelter and home assistance, translation, help with forms, hygiene kits, blankets, seasonal assistance, home visits, and limited transportation. To find a Salvation Army near you, call 916-563-3796.

#### **LOCAL UTILITY COMPANIES**

Many local utility companies have programs to assist eligible low-income households pay their energy bills or prevent service from being shut off during winter and during heat emergencies. Contact your local utility providers for available services. For information on the Home Energy Assistance Program, call 866-675-6623.

#### **MIGRANT EDUCATION PROGRAM (MEP)**

A program for migrant children to help reduce educational disruptions and other problems that result from repeated moves. For local offices, call 916-319-0851.

**\*\* Eligibility restrictions may apply. Many children may qualify for services regardless of parents' immigration status. Some program restrictions may be waived in the case of a federally declared disaster. Please contact your local county One-Stop for more information.**